

Tab D
Communicating
with the Operators

Communicating with the Operators

An application of the tools learned in the previous module.

Communication Objectives

- To understand how to use the tools discussed in the previous module you will learn..
 - to establish rapport and to create better introductions.
 - to conduct better interviews.
 - the importance of cultural considerations.
 - the importance of exit conferences and report writing.

Establishing Rapport and Introductions

- The meaning of professionalism
 - Duty
 - Consistency
 - Professional interactions
- Professional introductions.
- Show interest in operators and their businesses.
- Create comfort, understanding, and trust.

Regulator Safety & Law Enforcement Relations

- Professional introduction and identification
- Plan of Action when necessary
- Contact local law enforcement when necessary
 - Previous relationship important
- Assess environment and history

Modeling Your Message

- Model appropriate behaviors consistent with your message.
- Demonstrate commitment to process.
 - Washing hands
 - Other compliance behaviors

Professional Interactions

- Avoiding confrontation and hostility
- Assessing situations
- Be aware of your own safety and security

Interviewing Techniques

- Allow operator to speak.
- Engage in active listening.
- Person may be more responsive if they have been heard.
- Don't insert your own barriers.
 - Note taking
 - Filling out forms

Cultural Considerations

- There are no quick fixes and no list of rights and wrongs
- Categorizing people will get you in trouble.
- There is no way to know everything about everyone.

Human Relations 101

- Human relations versus sensitivity
- Communication tools
- No clear-cut diversity rules
- Interaction skills
- Learning from others
- Understanding their unique identity

Commitment to Behavior Change

- Reduce grievances & lawsuits
- Enhance productivity
- Increase longevity
- Enhance operator/regulator relations
- Enhance regulator safety



Cultural Diversity

- What is culture?
 - Ethnicity?
 - Race?
- What is diversity?
- Appreciation and respect
- A willingness to learn
- Being open and responsive

Cultural Relativity

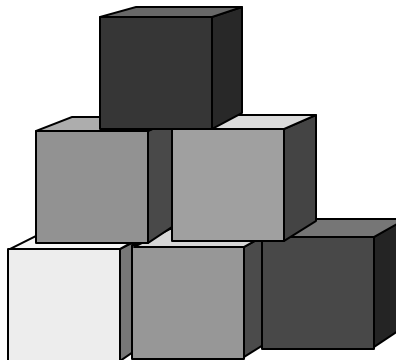
- No culture can be judged by the standards of another
- Approach each culture on its own terms
- Cultural context

Cultural Groups

- In society
- In the workplace
- Which cultural groups do you belong to and what are the criteria for membership?

Communication Tools

- Eliminate myths and stereotypes
- Eliminate broad generalizations
- Refuse to categorize
- Ask questions



Cultural Stereotyping & Myths

- Common stereotypes and myths

Stereotypes about....

- Gender
- Age
- Ethnicity
- Race
- Religion
- Physical or mental ability
- Sexual preference
- Lifestyle
- Thinking styles
- Culture
- Educational level
- Processing information
- Showing respect
- Learning

Impact of Stereotypes and Myths in Enforcement

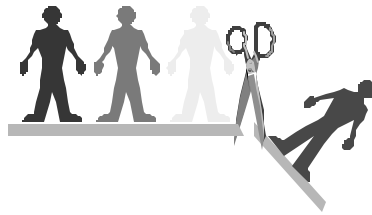
- Consequences of using those stereotypes and myths

Cultural Learning

- Be willing to put yourself in situations where you can learn about different cultures
- Foster trust
- No assumptions
- Ask relevant questions

The Impact of Perceptions

- Block opportunities
- Inhibit understanding & learning
- Create tension and conflict



More Communication Tools

- How to listen
- Learn how not to interrupt
- Paraphrase what you have heard
- Seek clarification
- Give person opportunity to be heard

Improper Feedback

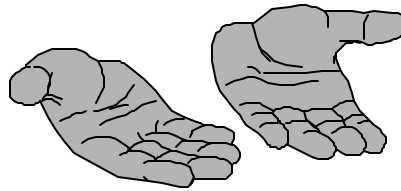
- Feedback directed at “YOU”
- Makes the person defensive
- Take feedback personally
- Fail to hear constructive criticism
- Hostility which can lead to accusations of discrimination

Proper Feedback

- Focus on the “ACT” not “YOU”
- Find out what happened
- Propose a suitable solution
- A professional response
- More likely to learn and even willing to accept punishment

Non-Verbal Communication

- Body movements
- Facial expressions
- Physical difference between sender and receiver



Impact of Valuing Diversity

- Professional benefits
- Organizational benefits
- Personal benefits

Effective Cultural Contacts

- Important skills
- Adverse consequences of insensitivity
- Positive consequences of sensitivity

Cultural Contacts: Key Issues

- Identify major forms of cultural contacts
- What are the issues?
- What are the solutions?

Managing Cultural Discomfort

- Identify signs of cultural discomfort
- Which tools would help?
- The issues of practice and time

Exit Conferences and Report Writing

- Exit conferences allow you to educate.
- Use all previously discussed tools to reduce conflict.
- Tell operator you will give them a written report at the end so they can relax and listen.
- Here are some writing tips...

Report Writing Tips

- Write legibly, preferably typed.
- Use a template.
- Avoid slang and jargon.
- Include positive facts to help with rapport.
- Describe your observations so operator can affect change.

Feedback Exercise

- Objective: How to give, receive, and use responsible feedback.
- Facilitators direct breakout groups to role play effective and ineffective ways of providing feedback for each of the ten suggestions in Characteristics of Effective Feedback.

Ten Characteristics of Effective Feedback

1. Specific rather than general.
2. Focused on behavior rather than the person.
3. Considers the needs of the receiver of the feedback.
4. Directed towards behavior which the receiver can do something about.

Ten Characteristics of Effective Feedback

5. It is solicited rather than imposed.
6. Involves the sharing of information.
7. It is well timed.
8. Involves the amount of information the receiver can use (rather than the amount of information we would like to give).

Ten Characteristics of Effective Feedback

9. It concerns what is said or done, or how, not why.
10. It is checked to insure clear communication.

Cultural Contacts Exercise

- Objective: To provide persons who will work in a culture different from their own experience with problems and difficulties, as well as rewards and satisfactions they may expect to encounter.
- In breakout groups, choose a difficult cultural encounter.

Cultural Contacts Exercise

- Write a description of that cultural contact for a new regulator about to encounter this cultural difference.
- List problems with which you would be most concerned as a compliance officer.
- Indicate a solution for each problem.
- Be prepared to report.